

INFORMATION DISCLOSURE CITATION  (Use several sheets if necessary)		Atty. Docket No. 99-836		Serial No. To be Assigned			
		Applicant  James H. Drew et al.					
		Filing Date Herewith		Group To be assigned			
		U.S. PATENT DOCUMENTS					
*Examiner Initial		Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
MB	BA	D.R. Mani, James Drew, Andrew Betz, Piew Datta, Statistics and Data Mining Techniques for Lifetime Value Modeling, KDD-99 Fifth ACS SIGKDD Conference on Knowledge Discovery & Data Mining, San Diego, CA, Aug. 14, 1999, pp. 94-103.					
MB	BB	D.R. Mani, James Drew, Andrew Betz, Piew Datta, Statistics and Data Mining Techniques for Lifetime Value Modeling, KDD-99 Fifth ACMS SIGKDD Conference on Knowledge Discovery & Data Mining, San Diego, CA, presentation, Aug. 17, 1999, pp. 1-27.					
MB	BC	James Drew, D.R. Mani, Andrew Betz and Piew Datta, Pattern of Customer Exit in a Contract Based Subscription Service, CS/D&CB J. Customer Satisfaction, Dissatisfaction & Complaining Behavior, Vol. 12, July 1, 1999, pp. 138-144.					
MB	BD	D.R. Mani, Andrew Betz, Piew Datta, and James Drew, Pattern of Customer Exit in a Contract Based Subscription Service, Conference on Customer Satisfaction, Dissatisfaction and Complaining Behavior, Presentation, June 21, 1999.					
MB	BE	James Drew, D.R. Mani, Andrew Betz and Piew Datta, Classical and Data Mining Method in Survival Analysis for LTV Management, 1999 Advanced Research Techniques (ART) Forum, Presentation, June 14, 1999.					
Examiner <i>John - Bayse</i>					Date Considered <i>6/3/03</i>		
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							